

GSA Advantage!® Purchase Orders

Welcome to the GSA Advantage PO Portal Help

Our help pages should answer many of the questions you may have concerning the GSA Advantage PO Portal. Can't find the answer you need? See "Contact Us" below.

GSA Advantage Online Ordering

[GSA Advantage!®](#) is an online ordering system that provides access to thousands of GSA contractors offering millions of products and services. Federal users may browse; conduct market-research and purchase using GSA Advantage. GSA Advantage is widely used by government entities around the world and is now also available to thousands of state and local government entities for the purchase of products and services in support of disaster preparedness/recovery, information technology, and law enforcement/security. GSA Advantage can be found at www.gsadvantage.gov.

The screenshot shows the GSA Advantage! website interface. At the top, there's a navigation bar with links: Tutorial, Customer Assistance, What's New, Register, LOGIN. Below this is a search bar with the text "What are you looking for?" and a "Find it!" button. To the right of the search bar is a "Shopping Cart" showing 0 items for \$0.00. The main content area is divided into several sections: "Welcome" with a message about GSA's mission since 1949; "Advanced Search" with options for "Special Programs" (Strategic Sourcing BPAs, Environmental, AbilityOne Program, Disaster Relief, Wildland Fire, Homeland Security), "Products" (Building & Industrial, Furniture & Furnishings, Hospitality, Cleaning, & Chemicals, IT Solutions & Electronics, Laboratory, Scientific, & Medical, Law Enforcement, Fire, & Security, Office Solutions, Recreation & Apparel, Services, Tools, Hardware, & Machinery, Vehicle & Watercraft), and "Services" (Credit Card Services, Facilities Services, Financial Services, Fleet, Office Services, Professional Services, Property Disposal, Security Services, Technology Services, Transportation Services, Travel Services). There's also a "Frequently Asked Questions" section with links like "Password Assistance", "How do I get order status?", "About overseas ordering", and "How do I get a GSA Supply Catalog?". On the right sidebar, there are links for "Requisition Status", "NSN Quick Order", "FEDSTRIP", "Get quotes fast with GSA e-Buy", "State & Local" services (Disaster Recovery, Information Technology), and "Contractor Info" (How do I get a GSA contract?, How do I get on GSA Advantage or e-Buy?, Get my Orders!, GSA Advantage Sales).

GSA Advantage Order Receipt Options

- PO Portal: Orders generated by GSA Advantage can be accessed by GSA contractors by logging into the PO Portal at www.poportal.gsa.gov. This website allows you to view or print your orders in PDF format or you may download your orders in Excel (.xls), text (.txt), CXML, or PDF.
- XML or EDI: If you choose, you may also receive your orders directly (without using the PO Portal) in an XML or EDI format. Contact the GSA EDI/XML helpdesk at 703-605-9444 for more information.

Note: Orders are no longer available via FAX or the SIP Order/Status Tool. FAX will be used as a backup only should other methods become temporarily unavailable.

GSA Purchase Order Portal

The GSA Purchase Order Portal provides a means for GSA contractors to gain immediate access to orders placed through GSA's Advantage and eBuy systems. The PO Portal also allows you to provide status of your orders. This status is provided to the ordering customer. Providing status keeps customers informed and reduces calls to you about order status.

Welcome to the GSA Advantage Purchase Order Portal!

Tuesday, June 24, 2008

This portal gives GSA schedule contractors quick and easy access to purchase orders placed by federal agencies using GSA Advantage or eBuy. Using this website, you may view, print, or download your purchase orders. In addition, you may easily send status for each order. Status information you send is provided directly to ordering customers keeping them better informed and eliminating the need to contact you for order status.

Each day you will receive a daily email summary of orders placed against your contracts the previous day (if you have orders). If you wish, you may receive an email notice for each individual order, as they occur, in addition to the daily summary.

This portal provides access to those individuals (including dealers) who were identified in your company's electronic catalog submission to GSA Advantage. If your email address changes or you no longer receive orders, you must contact the individual who submits your catalog file to have your email address changed or removed.

Please note: Registration for the PO Portal can only be accessed via a GSA generated email notice. This email will contain a link to the registration page. A notice to register will only be sent to the contractor once an order is received by GSA.


User ID:	<input type="text"/>
Password:	<input type="password"/>
<input type="button" value="Login"/>	
Forgot User ID and Password	

*** WARNING *** This is a U.S. General Services Administration computer system that is "FOR OFFICIAL USE ONLY." This system is subject to monitoring. Therefore, no expectation of privacy is to be assumed. Individuals found performing unauthorized activities are subject to disciplinary action including criminal prosecution. [Privacy and Security](#)

How to Gain Access to the PO Portal

Access to the PO Portal is limited to those individuals whose email address has been identified in your GSA Advantage electronic catalog file submission as the individual responsible for receiving purchase orders for your company. This electronic catalog file is prepared by someone at your company and is typically sent using GSA's Schedule Input Program (SIP) software, EDI, or a third party provider.

- **Why do I need to submit an email for each of my order addresses?** To ensure that only those individuals you designate can retrieve your orders, we require that you provide us the email address of an authorized individual for each of your order receiving addresses. Only those individuals will be provided access to the PO Portal and will only be able to access orders placed to that address.
- **What if we have one person who receives orders for several order address?** A single individual can receive orders for several order addresses. Provide the same email address for each order address. Since PO Portal accounts are by email address, there would be one PO Portal account for all addresses having the same email.
- **What if we have several people who need access to one order address?** Since PO Portal accounts are by email address, you would need to provide the account User id and password to any individual who you wish to access the account. Suggest you provide a generic email address which can be accessed by several individuals since PO Portal sends a daily email notice to this address listing the previous day's orders.

- **How do I submit my order address email(s) using the SIP software?** Open SIP and click on File|Open|Contractor. Enter order email as required under the “Orders” section. If you have additional order addresses (i.e. dealers/sales offices), click on File|Open|Contract then click on the Dealer/Sales Office Addresses button. The button looks like this . Click on the Add button. Once activated, you will need to enter the email address associated with this order address. Please ensure this is a valid email address of the individual who can receive orders and provide status of those orders. You must do this for each of your order addresses.
- **How do I submit my order address email(s) using the SIP import software?** For those contractors who use SIP Import, the order address email should be included for each address in the R_EMAIL field of the IREMITOR table.
- **How do I submit my order address email(s) using EDI?** For those contractors who use EDI, the order address email should be included for each address using the EM qualifier of the PER segment. Note: orders will not be sent to the PO Portal for contractors currently receiving orders via EDI or XML.
- **I’m currently getting my orders via EDI or XML. Can I switch to PO Portal?** Yes. If at some point you wish to use the PO Portal, please contact the GSA EDI help desk at 703-605-9444 and they can switch you over. Again, orders will not be sent to the PO Portal for contractors currently receiving orders via EDI or XML.

If you have not yet registered on PO Portal, any email notice of new orders will contain a link to register. Once you complete registration you will then have access to the PO Portal and your orders.

PO Portal Registration

Only those email addresses provided through your GSA Advantage electronic file can register and access the PO Portal. See “How to Gain Access to the PO Portal” above for more information.

If your email address has been identified in your GSA Advantage electronic file as an order receiver and you have not yet registered on PO Portal, you will receive an email inviting you to register on the PO Portal. When you register, you will create a user ID and password which will provide access to the PO Portal and your orders.

Emailed Order Notices

By default, all users of the PO Portal will receive a daily email summary of orders placed to your company the previous day. This email does not contain the orders, but a summary listing of the previous day’s orders only. This email will be sent sometime in the morning eastern time. At registration you may indicate if you wish to receive an email for every order. Please use this option only if necessary. The daily summary email cannot be “turned off” as this is GSA’s method to proactively inform contractors when orders are placed.

If Your Email Changes

If your email changes at some point after registration, you must contact the individual at your company that submits your electronic file. They will need to change your email address and resubmit your company’s file. Once received by GSA, electronic files are approved by your GSA contracting officer, so it may take a few days before the change takes place (so update your email as soon as possible). If your email changes, you will be required to re-register and will

given a new account. Orders under the old account can only be accessed using the old account login.

If You Forget Your User ID or Password

If you cannot gain access to your orders because you have forgotten your User ID or password, click on “Forgot User ID and Password” link and follow the steps to retrieve this information.

If you cannot gain access to your order because the person who was getting your orders left, contact GSA (see Contact Us below). Note: GSA may be able to give you temporary access, but again you must contact the individual at your company that submits your electronic file to get your email updated, otherwise your temporary access may be overwritten.

Logging In

Once you have registered, you will have access to the PO Portal. You will be required to log-in using the user ID and password you created when you registered. Once logged-in, you will only have access to the orders placed to your order address.

Again, if you forget your User ID or password, click on the link “Forgot User ID and Password” and follow the steps required to retrieve them.

Profile

The Profile can be used to update your name, phone or change your password. You will not be able to change your company name or your email address. Contact your GSA contracting officer if your company name has changed. See “Registration” above if your email address has changed.

You may also set your default “Ship Method” at Profile. This default will appear for each order and will eliminate the need to select a Ship Method each time you update status for an order.

Active Purchase Orders

Active purchase orders are those that have been recently retrieved, that are less than or equal to 60 days old (based on PO date) and have not been shipped or cancelled. Active orders are automatically sorted by PO Date (descending), contract number, then by PO number. You may resort the Active PO list by clicking on the column name. If you do not have any active orders, a message “You have no active orders” will appear.

Active Purchase Orders

Thursday, November 13, 2008

You have 1 new Purchase Order(s) - see below.

Find PO#:

PO Date From: To:
 (example: 07-31-2008)

How to Get Orders

- **To view/print orders:** select the appropriate POs using check boxes then click "Print POs". You may also click on the PO # to view or print.
- **To download orders:** select the appropriate POs using check boxes then click "Download POs". You will be prompted to select the desired data format.

How to Send Status

- **For entire order:** enter status info required below then click "Send Status".
- **For lines:** Click "Lines" if you need to submit status for individual lines.
- Sending Shipped or Cancelled status moves POs to "Completed POs".
- Status Date cannot be more than 14 days prior to today.
- You may upload a status file you create.

Select New POs (not yet printed/downloaded)

Set Status Date: 11-12-2008 Upload status from a file

All	Contract #	PO # (Click to view/print)	PO Date	Retrieved On	PO ID	Order Status (SH=Shipped BO=Backordered/ CN=Cancelled)	Status Date	Ship Method	Tracking #	Line Detail
<input type="checkbox"/>	GS-02F-0040T	R21943SF06 (Downld: 11-12-2008) (Printed: 11-12-2008)	11-12-2008	11-13-2008	6765241212	<input type="radio"/> SH <input type="radio"/> BO <input type="radio"/> CN	11-12-2008	UPS		Lines

Retrieving New Purchase Orders

There are two ways to retrieve your new purchase orders. The first is at login. If you have any new orders, you will be prompted (immediately after login) to retrieve your orders. Clicking on the Retrieve Orders – Continue button will “retrieve” the orders and add them to your Active orders. At this point, GSA will consider the orders received by the contractor.

New Purchase Orders

Wednesday, November 12, 2008

You have 5 new purchase order(s). Click the link below to retrieve these orders and continue. Orders retrieved will appear in your list of active orders.

You will also be able to retrieve new purchase orders during your active session. If you receive new orders, you will be given the opportunity to download them from the Active Purchase Orders screen. Clicking on the Click here to retrieve link will “retrieve” the orders and add them to your Active orders. At this point, GSA will consider the orders received by the contractor.

Active Purchase Orders

Tuesday, October 6, 2009

You have 1 new Purchase Order(s)! Click here to retrieve.

Find PO#:

PO Date From: To:
 (example: 07-31-2008)

How to Get Orders

- **To view/print orders:** select the appropriate POs using check boxes then click "Print POs". You may also click on the PO # to view or print.
- **To download orders:** select the appropriate POs using check boxes then click "Download POs". You will be prompted to select the desired data format.

How to Send Status

- **For entire order:** enter status info required below then click "Send Status".
- **For lines:** Click "Lines" if you need to submit status for individual lines.
- Sending Shipped or Cancelled status moves POs to "Completed POs".
- Status Date cannot be more than 14 days prior to today.

Select New POs (not yet printed/downloaded)

Set Status Date: 10-06-2009 Upload status from a file

All	Contract #	PO # (Click to view/print)	PO Date	Retrieved On	PO ID	Order Status (SH=Shipped/ BO=Backordered/ CN=Cancelled)	Status Date	Ship Method	Tracking #	Line Detail
<input type="checkbox"/>	GS-02F-0006K	NGAKU14003N (Downld: 09-02-2009) (Printed: 06-08-2009)	05-01-2009	06-04-2009	3390968	See Lines				Lines
<input type="checkbox"/>		(Cancellation requested 09-22-2008) (Downld: 07-28-2009)								

▶ Printing and Downloading Orders

Once orders are retrieved, you may print or download your orders.

To print a single order, simply click on the order number. Orders will be displayed in a PDF format in a separate browser. Use your PDF print function to print the order. For those orders printed, the message "(Printed: 03-12-07)" will appear under the order number.

If you wish to print or download multiple orders, you must first select orders using the checkboxes, then click either the "Print POs" or "Download POs" button. Again, for those orders printed, the message "(Printed: 03-12-07)" will appear under the order number. For those orders downloaded, the message "(Downld: 03-12-07)" will appear under the order number.

If you have elected to print multiple orders, a single PDF file is created containing all the orders. This will print as one file with page breaks at the beginning of each order.

▶ Download Format Options

When downloading orders, you must select a file format. You may download your orders in Excel (XLS), text (TXT), CXML, or PDF. Layout specifications are provided. Downloaded files are compressed (zipped) and may be saved to your computer or opened.

If downloading as XLS or TXT, two files are created. One is for order(s) header information (order number, customer name, etc.) the other is for order(s) line information (part number, quantity, etc.). There are also two XLS and TXT layout specifications for cancelled orders. See layouts for more info.

The screenshot shows the GSA Advantage! Purchase Order Portal interface. At the top, there is a navigation bar with links for "Active POs", "Completed POs", "Profile", "Help", and "Logout". Below the navigation bar, the page title is "Download Purchase Orders" with the date "Tuesday, June 24, 2008". A message states: "Instructions: You have selected 1 POs for download. Please select the download format required, then click Download POs." Below this message is a form titled "Select Format:" with four radio button options: "PDF", "XLS (MS Excel spreadsheet - view xls layout specification)", "TXT (Fixed Format Text file - view txt layout specification)", and "CXML (CXML file - view sample layout)". At the bottom of the form are two buttons: "Download POs" and "Back".

PO Cancellation Requests

If a customer has requested cancellation of an order, you will receive an email message. Additionally, the message "Cancellation requested 03-13-07" will appear under the original order number in the PO Portal. You may click on this cancellation message to view or print the PO cancellation. You may also download the PO cancellation using the checkbox then clicking "Download POs".

The original orders' status remains unchanged. If the order has already shipped, you may indicate the order as "Shipped" in the order status (be sure to click "Send Status"). If you have already sent shipped status, then no further action is required. If you are able to cancel the order, change the order status to "Cancelled" and then click "Send Status". If you have already sent cancelled status, then no further action is required. Note: if you choose not to send any status for your orders, we suggest you contact the customer directly.

Completed Purchase Orders

Completed purchase orders are those having Order Status of shipped, cancelled, or are greater than 60 days old (based on PO date). Like active orders, completed orders are automatically sorted by PO Date (descending), contract number, then by PO number. You may resort the completed orders list by clicking on the column name. If you do not have any completed orders, a message "You have no completed orders" will appear. Completed orders can be printed or downloaded.

Completed Purchase Orders
Friday, December 5, 2008

Find PO#:

PO Date From: To:
(example: 07-31-2008)

Instructions:

- Orders are considered completed if they have an Order Status of Shipped or Cancelled, or when they reach 60 days old (based on PO Date).
- Shown below are completed orders. You may print or download a copy of the order if needed.

Completed PO by month:	Dec, '08 (9)	Nov, '08 (105)	Oct, '08 (64)	Sep, '08 (171)	Aug, '08 (150)	Jul, '08 (76)	Jun, '08 0	May, '08 0	Apr, '08 0	Mar, '08 0	Feb, '08 0	Jan, '08 0
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All	Contract #	PO # (Click to view/print)	PO Date	Retrieved On	PO ID	Order Status	Status Date	Ship Method	Tracking #	Line Detail
<input type="checkbox"/>	GS-02F-0040T	NGAKGP1214N (Printed: 12-02-2008)	12-02-2008	12-02-2008	12345678	Shipped	12-02-2008	UPS		Lines

PO Search

Within the Active and Completed Purchase Order screens is a search function that will allow you to find a specific order by order number or you may find orders by entering a date range based on PO Date. Please note that once orders exceed 60 days old (based on PO Date) they are automatically moved to Completed POs. Therefore, the PO Date range search in Active POs will return orders that are 60 days old or less.

Find PO#:

PO Date From: To:
(example: 07-31-2008)

? **June, 2008** X

« < Today > »

wk	Sun	Mon	Tue	Wed	Thu	Fri	Sat
22	1	2	3	4	5	6	7
23	8	9	10	11	12	13	14
24	15	16	17	18	19	20	21
25	22	23	24	25	26	27	28
26	29	30					

Select date

How to Send Status

Providing Order Status

► **About GSA Advantage Order History & Status**

Each customer who uses GSA Advantage has an order history which is used to manage orders and determine order status. Customers are sent an email anytime the status of an order changes. Your submission of order status using the PO Portal updates customer order history and keeps customers apprised of their order status and reduces phone calls concerning order status. We highly recommend and request that you utilize order status.

Order status can only be sent for the entire order or you may send status by line.

► **Order Status Choices**

When you retrieve orders, your order status is considered “In Process” (you will not see this status). This status is passed to the ordering customer. As you fill your orders, you may indicate orders as “Shipped” and may provide the shipped date (i.e. status date), ship method, and the tracking number. You may also indicate orders as “Backordered” or “Cancelled”.

► **Status Date**

Each time you update an orders’ status, you must also provide the Status Date. By default, Status Date is set to today’s date. If desired, you may change the default by selecting a date from the drop-down list then clicking “Ok”. Status Date cannot be more than 14 days prior to today.

Set Status Date:

06-23-2008

OK

Status Date

06-23-2008

06-23-2008

► **Ship Method**

Each time you update status to “shipped”, you must also provide a Ship Method. You can select a default ship method at your Profile (you also selected a default at registration).

Set Order Status Defaults

Ship Method:

FedEx USPS UPS

RPS DHL Company Vehicle

Other

► **Tracking Numbers**

Tracking numbers you provide with status are provided to the customer who may then track movement of the shipment by the selected carrier.

► **Status By Order**

You may provide status for the entire order by selecting one of the radio buttons under the “Order Status” heading. Indicating status here sends the same status for all lines on that order. If you select Backordered, the order will remain as “Active” until it is shipped or cancelled. If sending status as Shipped, you may provide a Ship Method and Tracking number.

All	Contract #	PO # (Click to view/print)	PO Date	Rebrieved On	Order Status (SH=Shipped/ BO=Backordered/ CN=Cancelled)	Status Date	Ship Method	Tracking #	Line Detail
<input type="checkbox"/>	GS-07F-0818N	PROTAL PO1 6-20 (Printed: 06-20-2008)	06-20-2008	06-20-2008	<input type="radio"/> SH <input type="radio"/> BO <input type="radio"/> CN	06-24-2008	USPS		Lines
<input type="checkbox"/>	GS-07F-5898R	PROTAL PO2 6-20 (Printed: 06-20-2008)	06-20-2008	06-20-2008	<input type="radio"/> SH <input type="radio"/> BO <input type="radio"/> CN	06-24-2008	USPS		Lines

► **Status By Line**

You may provide status by line if needed by clicking the “Lines” link that appears under the “Line Detail” heading. Clicking this link will display the Purchase Order Line Item Detail screen below. Using this screen you may provide status for individual lines, including partial shipments and backorders. Quantity for each line is required. For each line, PO Portal keeps track of the total Order Qty and adjusts any remaining Status Qty as needed (see Line # 4 sample below). Line status can be sent multiple times until status for all lines and quantities are submitted.

Line #	Item	Order Qty	Line Status SH=Shipped BO=Backorder CN=Cancelled	Status Date	Status Qty	Ship Method	Tracking #
1	T007-GOOD DRIVING IS AN ATTI SAFETY VIDEO	5	<input type="radio"/> SH <input type="radio"/> BO <input type="radio"/> CN	06-24-2008	1	DHL	
			Shipped	06-17-2008	4	DHL	
2	T027-HARD HATS SAFETY VIDEO	3	Shipped	06-17-2008	3	DHL	
3	T209-PEER PRESSURE SAFETY VIDEO	1	Shipped	06-17-2008	1	DHL	
4	T002-SLIPPIN' AND TRIPPIN' SAFETY VIDEO	16	<input type="radio"/> SH <input type="radio"/> BO <input type="radio"/> CN	06-24-2008	4	DHL	
			Shipped	06-15-2008	12	DHL	

▶ Uploading a Status File

You may upload a status file rather than entering status manually. On the Active Purchase Orders screen click the “Upload status from a file link” located directly below the Send Status button. Clicking this link will bring up the following screen (note: this screen sample includes the two possible validate messages at the top):

Instructions are provided at Step 1. Follow the steps provided in the instructions to upload your file. A template is also provided at Step 1 that shows required data fields for your status file. You may create your status file in either excel (.xls) or text (.txt) and you may upload only file at a time. The template allows you to upload status by orders or by lines, but you may not do both in the same file.

Once you have created your status file, you must go to Step 2 and “import” your file. You will see “Import successful” when done. At this point you may go to step 3 to validate and upload your file.

Once your file is imported, click “Validate/Upload File”. Your file will be checked for format such as required fields, etc. If your file passes validation, you will receive a message stating that validation was successful and status has been updated. At this point you are done. If

your file fails validation you will receive a message stating that the file failed validation. Included in that message will be a link to an error report. Make corrections shown in the error report and re-import and validate again.

The template provides data requirements and a list of edits that will be run against your file.

► **Exporting Order Data for Importing**

Rather than creating a status file from scratch, you may export your active order data to a file, update the file with status information then import. This function is especially helpful since the PO_ID must be included in status upload files. This function is accessed by clicking the link “Export data for importing” at Step 1.

You will be presented with the screen below that will allow you to export your active orders for import. You may export all active orders; active orders in a date range (using Retrieved On date); or export individual orders. Follow the screen directions to create your export file. Please note that this function will create two export files, one for orders and one for lines. Choose one of these files to modify depending on whether you plan to send status by orders or by lines. Reminder: this export function is only for the purpose of creating a status file for upload. It does not export orders for fulfillment.

GSA Advantage! Purchase Order Portal Active POs Completed POs Profile Help Logout

Upload Status From a File
Friday, November 14, 2008

[Back](#)

Step 1 - Export order data for importing: Rather than creating a file from scratch, you may export active orders to a file, add status information, then import back into the system. Make selections below then click Export. Two export files will be created - one for orders and one for lines. Select one of these files to update with status information, then import at Step 2.

Select file format:

XLS (MS Excel spreadsheet)

TXT (Fixed Format Text file)

Select orders: ([Click here to select individual orders](#))

All active orders

All active orders having Retrieved Date from: To: (ex: 07-31-2008)

Export successful	Remove
status by order.xls	<input type="button" value="✖"/>
status by lines.xls	<input type="button" value="✖"/>

[Go to Step 2](#)

Contact Us

Should you have any questions or problems with the PO Portal website or have questions concerning your orders contact the GSA Advantage Help Desk at GSA.Advantage@gsa.gov or call GSA Advantage Customer Service at 1-877-472-3777, option 3.

December 2008